

# ***Shark***

## **POWERPRO Cordless Vacuum**

IZ380UK Series

### **INSTRUCTIONS**

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# THANK YOU

for purchasing the Shark® Anti Hair Wrap & DuoClean® Cordless Vacuum

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**TIP:** You can find the model and serial numbers on the QR code label which is located on the bottom of the dust cup.

To benefit from your product's extended guarantee, simply **register your purchase** at:



[sharkclean.co.uk/register-guarantee](https://sharkclean.co.uk/register-guarantee)



0800 862 0453



Scan QR code using mobile device

Please note, products purchased directly from Shark® are automatically registered.

## RECORD THIS INFORMATION

Model Number: \_\_\_\_\_

Date of Purchase (Keep receipt): \_\_\_\_\_

Store of Purchase: \_\_\_\_\_

## TECHNICAL SPECIFICATIONS

Voltage: 21.6V ---

## PLEASE READ CAREFULLY AND KEEP FOR FUTURE REFERENCE.

This instruction manual is designed to help you get a complete understanding of your new Shark Cordless Vacuum.

If you have any questions, please call the Customer Service line on 0800 862 0453.



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This marking indicates that this product should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmentally safe recycling.

# IMPORTANT SAFETY INSTRUCTIONS

FOR HOUSEHOLD USE ONLY • PLEASE READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM.

To reduce the risk of shock and unintended operation, turn off power and remove the ION Power Pack battery before servicing.

**NOTE:** If you have delicate or wool carpets, particularly loop pile, please try the vacuum on a hidden area first to ensure the spinning brush-rolls do not damage or unpick carpet fibres.

## WARNING

REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY, OR PROPERTY DAMAGE:

### THE FLOOR NOZZLE, WAND, AND HANDHELD VACUUM CONTAIN ELECTRICAL CONNECTIONS:

1. This vacuum consists of a motorised nozzle, wand, and handheld vacuum. These components contain electrical connections, electrical wiring, and moving parts that potentially present risk to the user.
2. Before each use, carefully inspect all parts for any damage. If a part is damaged, discontinue use.
3. Use only identical replacement parts.
4. This vacuum contains no serviceable parts.
5. Use only as described in this manual. **DO NOT** use the vacuum for any purpose other than those described in this manual.
6. With the exception of the filters and dust cup, **DO NOT** expose any parts of the vacuum to water or other liquids.
7. **DO NOT** allow the appliance to be used by children. Keep the appliance and its cord out of reach of children. **DO NOT** allow to be used as a toy. Close supervision is necessary when used near children.

### GENERAL USE

8. This appliance can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Cleaning and user maintenance should not be done by children.
9. Always turn off the vacuum before connecting or disconnecting any current carrying hoses, motorised nozzles, chargers, batteries, or other electrical or mechanical parts.

10. **DO NOT** handle plug or vacuum with wet hands.
11. **DO NOT** use without dust cup, filters, and brush-roll in place.
12. Only use Shark® branded filters and accessories. Damage caused by non-Shark filters and accessories may not be covered by the warranty.
13. **DO NOT** put any objects into nozzle or accessory openings. **DO NOT** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce airflow.
14. **DO NOT** use if nozzle or accessory airflow is restricted. If the air paths or the motorised floor nozzle become blocked, turn the vacuum off. Remove all obstructions before you turn on the unit again.
15. Keep nozzle and all vacuum openings away from hair, face, fingers, uncovered feet, or loose clothing.
16. **DO NOT** use if vacuum is not working as it should, or has been dropped, damaged, left outdoors, or dropped into water.
17. Use extra care when cleaning on stairs.
18. **DO NOT** leave the vacuum unattended while powered on.
19. When powered on, keep the vacuum moving over the carpet surface at all times to avoid damaging the carpet fibres.
20. If you have delicate or wool carpets, particularly loop pile, please try the vacuum on a hidden area first to ensure the spinning brush-rolls do not damage or unpick carpet fibres.



- 21 DO NOT** use to pick up:
- Liquids
  - Large objects
  - Hard or sharp objects (glass, nails, screws, or coins)
  - Large quantities of dust (including drywall, fireplace ash, or embers).  
**DO NOT** use as an attachment to power tools for dust collection.
  - Smoking or burning objects (hot coals, cigarette butts, or matches)
  - Flammable or combustible materials (lighter fluid, petrol, or kerosene)
  - Toxic materials (chlorine bleach, ammonia, or drain cleaner)
- 22 DO NOT** use in the following areas:
- Poorly lit areas
  - Wet or damp surfaces
  - Outdoor areas
  - Spaces that are enclosed and may contain explosive or toxic fumes or vapours (lighter fluid, petrol, kerosene, paint, paint thinners, mothproofing substances, or flammable dust)
- 23** Turn off the vacuum before plugging in or unplugging the charger.
- 24** Turn off the vacuum before any adjustment, cleaning, maintenance or troubleshooting.
- 25** During cleaning or routine maintenance, **DO NOT** cut anything other than hair, fibres, or string wrapped around the brush-roll.
- 26** Allow all filters to air-dry completely before replacing in the vacuum to prevent liquid from being drawn into electric parts.
- 27 DO NOT** modify or attempt to repair the vacuum or the battery yourself, except as indicated in this manual. **DO NOT** use the battery or vacuum if it has been modified or damaged. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- 28** Turn off all controls before unplugging.
- 29** Always turn off this appliance before connecting or disconnecting motorised nozzle or hand tool.

## BATTERY PACK

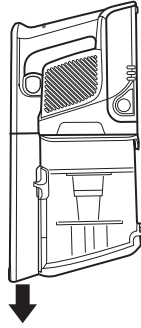
- 30.** The battery is the power source for the vacuum. Carefully read and follow all charging instructions.
- 31.** To prevent unintentional starting, ensure the vacuum is powered off before picking up or carrying the vacuum. **DO NOT** carry the appliance with your finger on the power switch.
- 32.** Use only the charger supplied with the unit. DK25A-248080H-B or YLS0243A-U248080. Use of an incorrect charger may result in no charging, and/or unsafe conditions. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
- 33.** Keep the battery away from all metal objects such as paper clips, coins, keys, nails, or screws. Shorting the battery terminals increases the risk of fire or burns.
- 34.** Under abusive conditions, liquid may be ejected from the battery. Avoid contact with this liquid, as it may cause irritation or burns. If contact occurs, flush with water. If liquid contacts eyes, seek medical help.
- 35.** Battery should not be stored at temperatures below 3°C (37.4°F) or above 40°C (104°F) to maintain long-term battery life.
- 36. DO NOT** charge battery at temperatures below 5°C (40°F) or above 104°C (104°F). Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
- 37.** Store the appliance indoors. **DO NOT** use or store it below 3°C (37.4°F). Ensure the appliance is at room temperature before operating.
- 38. DO NOT** expose the battery to fire or temperatures above 130°C (265°F) as it may cause explosion.
- 39.** Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
- 40.** Disconnect the battery pack from the appliance before making any adjustments, changing accessories, or storing appliance. Such preventive safety measures reduce the risk of starting the appliance accidentally.
- 41.** For IZ380 series use only with Shark battery pack XSBT600EU.

# SAVE THESE INSTRUCTIONS

## ASSEMBLING YOUR SHARK® VACUUM CLEANER

1. Insert the wand into the floor nozzle, pressing it in until it clicks securely into place.
  2. Insert the handheld vacuum into the top of the wand, pressing it in until it clicks securely into place.
- For proper operation, ensure all components are completely connected and clicked into place..

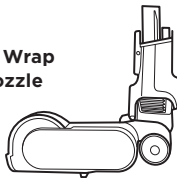
**Handheld  
Vacuum**



**Flexology®  
Wand**



**Anti-Hair Wrap  
Floor Nozzle**

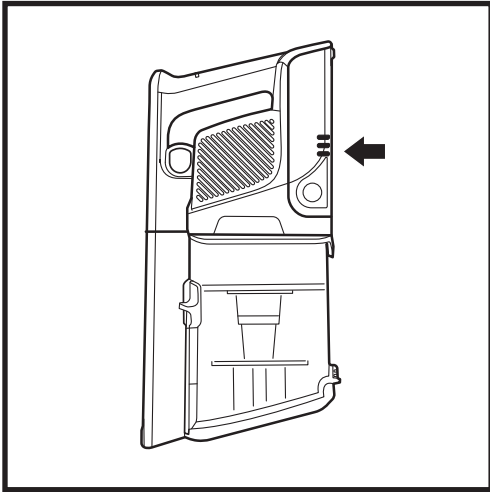


**WARNING:** This vacuum does not stand up on its own. For storage instruction please refer to page 11.

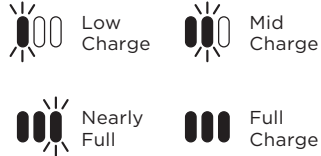
## USING YOUR LITHIUM ION POWER PACK BATTERY

The Lithium Ion Power Pack battery does not come fully charged. Prior to first use, charge completely. During first use, run the battery down until it is completely out of power. This will condition the battery.

### LED BATTERY POWER AND CHARGING INDICATORS

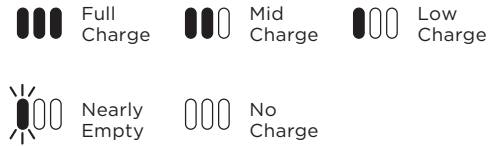


#### Charging



**NOTE:** Full charge takes approximately 3 hours.

#### In Use



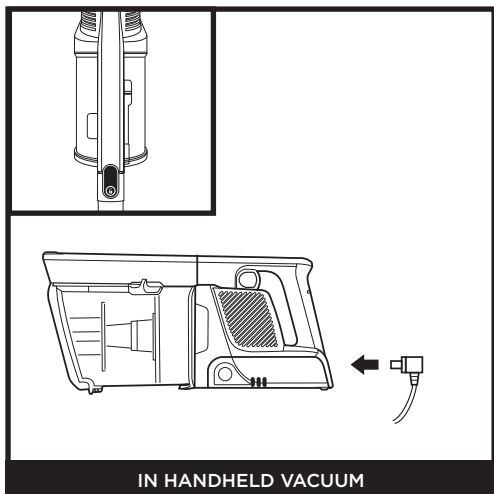
### RECYCLING YOUR LITHIUM ION POWER PACK BATTERY

This product uses a lithium-ion rechargeable and recyclable battery. When the battery no longer holds a charge, it should be removed from the vacuum and recycled. **DO NOT** incinerate or compost the battery.

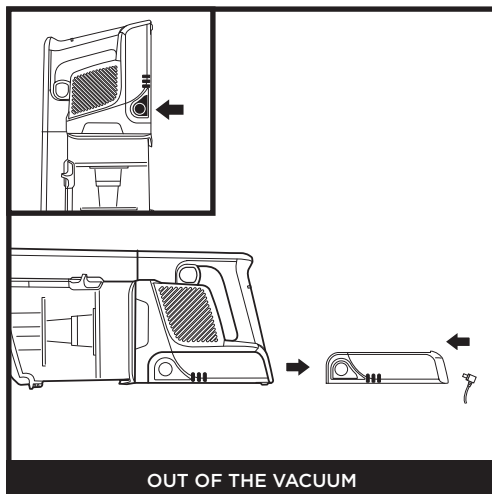
When your Lithium ION Power Pack Battery needs to be replaced, dispose of it or recycle it in accordance with local regulations. In some areas, it is illegal to place spent lithium-ion batteries in the bin or in a municipal solid waste stream. Return spent power packs to an authorised recycling centre or to retailer for recycling. Contact your local recycling centre for information on where to drop off the spent power pack.

**NOTE:** A complete charge takes approximately 3 hours. The Lithium Ion Power Pack, like all lithium-Lithium Ion batteries, will naturally decrease in capacity over time from the 100% capacity of a new battery.

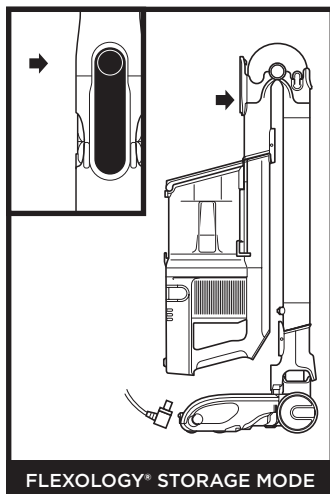
## CHARGING YOUR LITHIUM ION POWER PACK BATTERY



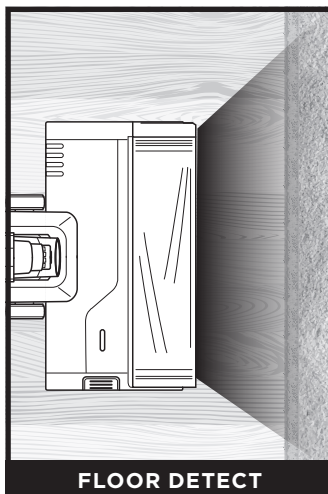
Remove the handheld vacuum from the wand by pressing the **Wand Release** button and pulling up. Plug the charger into the charging port on the handheld vacuum.



To remove the battery from vacuum, press the release button on the battery and slide out of the handle compartment. To reinstall, slide the Battery back into the compartment until it clicks into place.

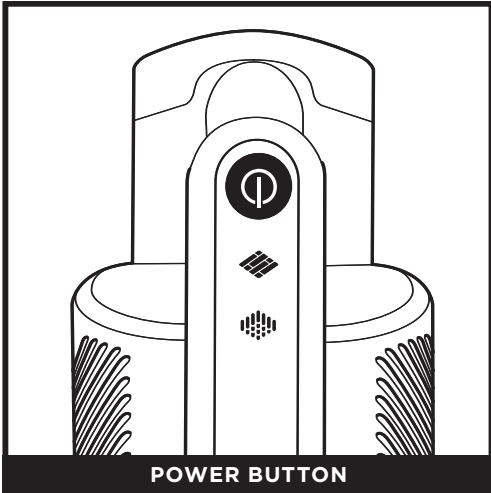


To put the vacuum in storage mode, press the **Unlock** latch while folding the handheld vacuum forward until the wand clicks and locks. Plug the charger into the charging port on the handheld vacuum.



Brushroll and vacuum respond to surface changes and automatically adjust to optimize your clean.

## USING SMART RESPONSE TECHNOLOGY

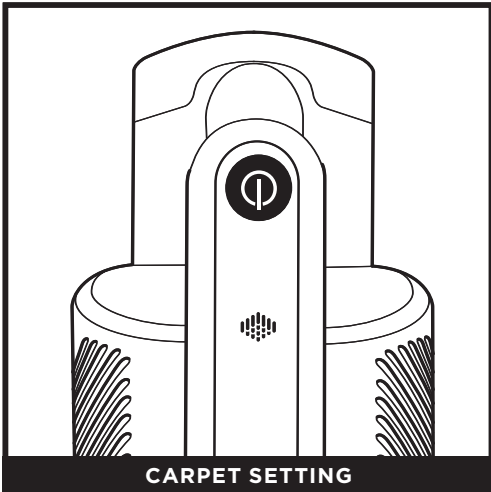


Press button to turn power on or off.



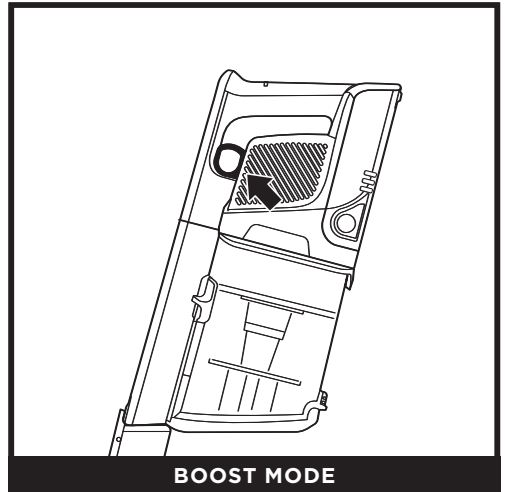
### Bare Floor/Small Area Rugs

The Bare Floor icon will automatically illuminate when you clean bare floors or area rugs.



### Carpet

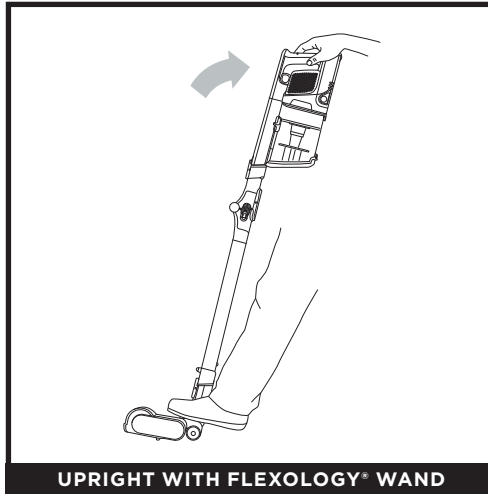
The carpet icon will be automatically shown when cleaning debris below the surface of your carpets.



For an added boost in power, pull the **Trigger** on the handheld vacuum. Release it to return to Ion Power Mode.

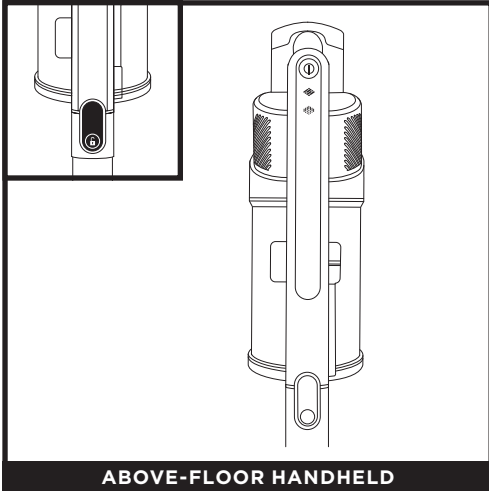
Boost mode is available in both Carpet and Hard Floor setting

## CLEANING MODES

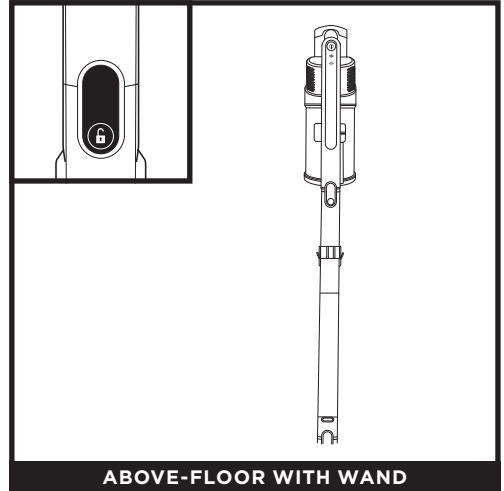


To clean floors, place foot on floor nozzle and tilt handheld vacuum back.

**NOTE:** Brush-roll will only engage when the handheld vacuum and wand are tilted back.



Press the wand release button to lift the handheld vacuum off the wand. Great for cleaning stairs and furniture, and other above floor areas with accessories.



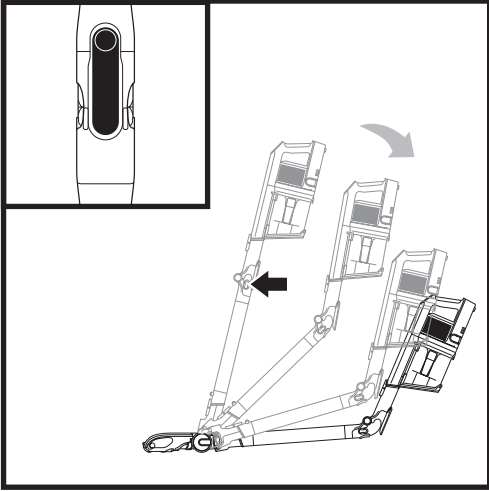
Stand the vacuum upright and press the nozzle release button where the bottom of the wand meets the nozzle. Lift upward to detach.

Great for cleaning skirting boards, ceiling fans, window sills, and other hard-to-access areas.

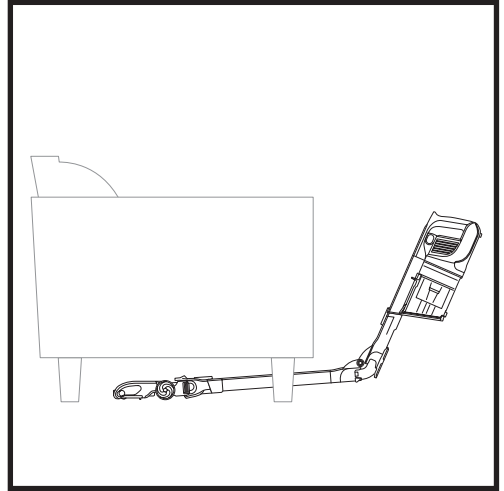
**NOTE:** All accessories are compatible with both the wand and the handheld vacuum.

# USING THE FLEXOLOGY® WAND

## FLEXOLOGY® REACH

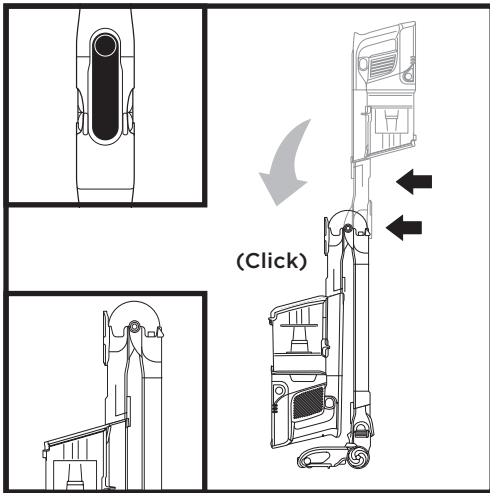


Press the **Flexology® Wand Unlock Latch** on the back of the wand then adjust the angle.

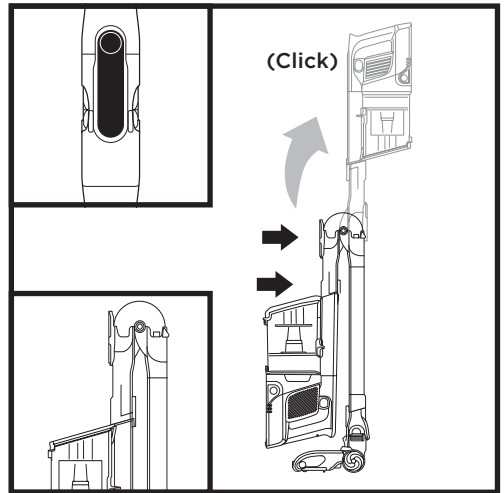


Adjust the wand to a lower angle to easily clean under furniture.

## FLEXOLOGY® STORAGE



To put the vacuum in storage mode, press the unlock latch while folding the handheld vacuum forward until the wand clicks and locks.

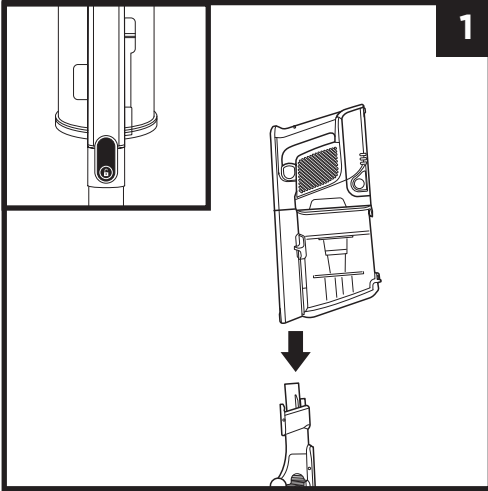


To take the vacuum out of storage mode, lift up the handheld vacuum until the wand clicks and locks in place.

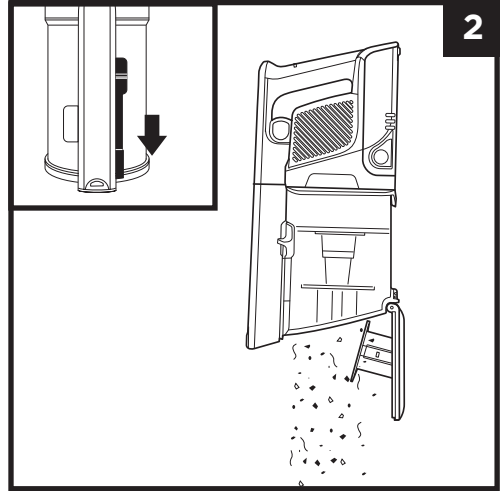
**NOTE:** Take care whenever folding or unfolding the wand to ensure fingers cannot be caught in the mechanism.

## MAINTAINING YOUR VACUUM CLEANER

### EMPTYING THE DUST CUP

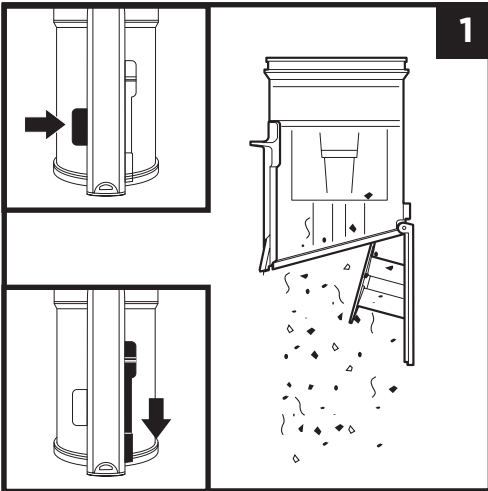


Press the handvac release button and disconnect the handheld vacuum from the wand.

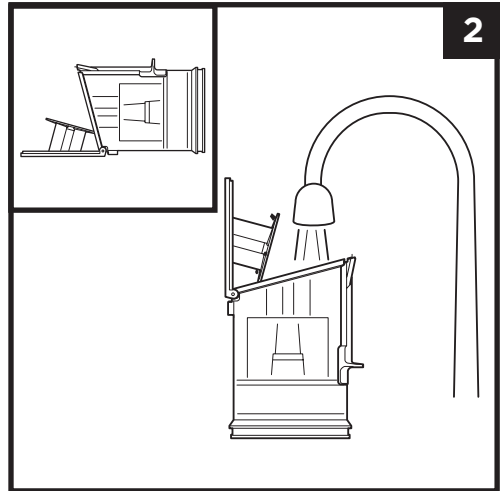


To empty the **Dust Cup** while it is attached to the handheld vacuum, position the dust cup over a dust bin and slide the **Lid Release** slider forward.

### REMOVING AND CLEANING THE DUST CUP



To remove the dust cup from the handheld vacuum, press the **Dust Cup Release** button near the handheld vacuum nozzle. Tilt the dust cup and lift off to remove. To empty dust and debris, hold the dust cup over the bin, then slide the **Lid Release** slider forward.



Remove debris from the dust screen by tapping it gently or wiping it with a dry cloth as needed. To clean the interior of the dust cup, rinse it with water. Place it on its side to air-dry for at least 24 hours before reinstalling.

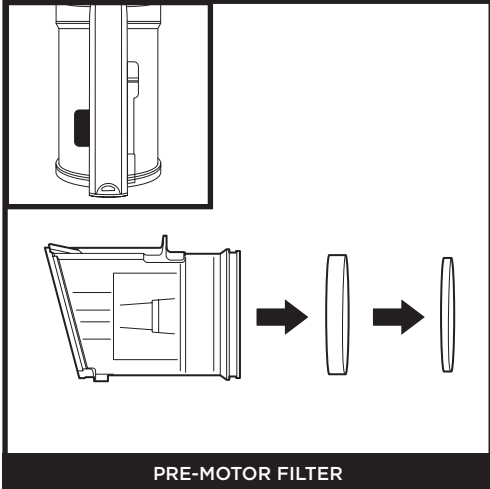


# MAINTAINING YOUR VACUUM CLEANER

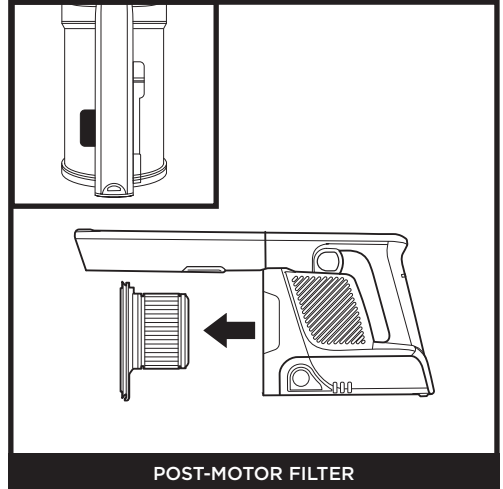
## CLEANING THE FILTERS

To clean filters, rinse them with water only. Allow all filters to air-dry completely for at least 24 hours before reinstalling to prevent liquid from being drawn into electric parts. Clean the pre-motor filters at least once a month and post-motor filter at least once a year. Tap off loose dirt between washes when needed. More frequent cleaning may sometimes be necessary with heavy use.

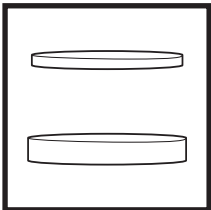
**IMPORTANT: DO NOT** use soap when cleaning the filters. Use water only.



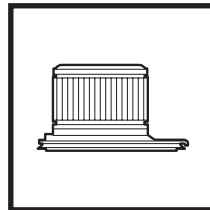
Press the dust cup release button and remove the dust cup. Pull the foam and felt filters out of the back of the dust cup.



Remove the dust cup. Pull the post-motor filter out of the handheld vacuum.



Pre-Motor Foam and Felt Filter Kit

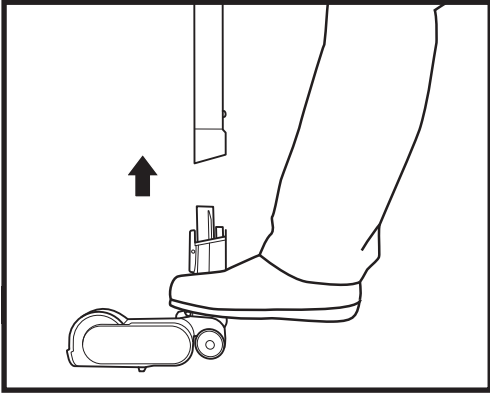


Post-Motor Filter

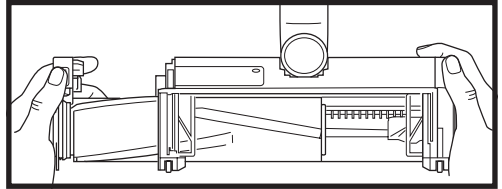
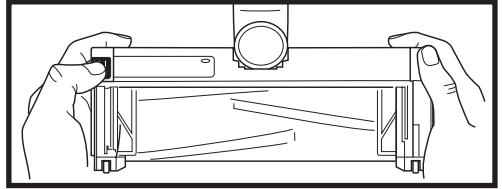
**NOTE:** To order filters and other parts, visit [sharkclean.co.uk](http://sharkclean.co.uk)

## MAINTAINING YOUR VACUUM

### NOZZLE MAINTENANCE



1. Turn off the vacuum.
2. Press the nozzle release button to detach the nozzle from the wand.
3. Press the brushroll release button and slide the brushroll out of the nozzle.
4. Clear any blockages and remove any debris from the brushroll and floor nozzle.

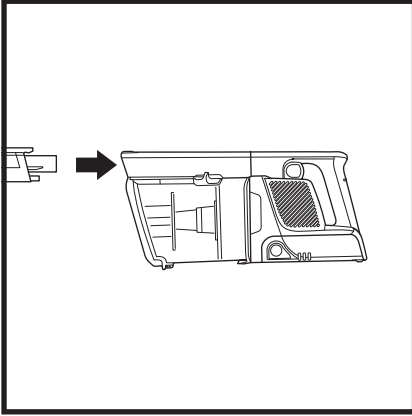


5. Tap off loose debris and wipe the brushroll clean with a dry towel. Hand-wash the brushroll if needed, using only water, and then let it air-dry completely for at least 24 hours.
6. When the brushroll is dry, reinstall by inserting it into the nozzle until it clicks.

## CHECKING FOR BLOCKAGES

### Checking for Blockages in the Handheld Vacuum:

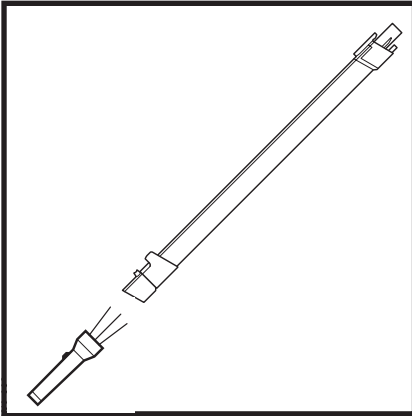
1. Turn off vacuum.
2. Remove the handheld vacuum from the wand.
3. Check all intake openings to the dust cup and remove any debris or blockage.



### Checking for Blockages in the Wand:

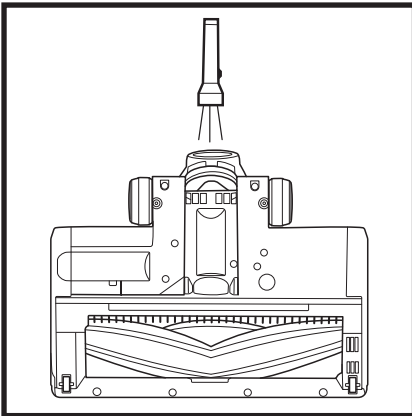
#### Flexology® Wand:

1. Turn off vacuum.
2. Remove the handheld vacuum and floor nozzle from the wand.
3. Check the clog access on the Flexology® portion of the wand by pinching the tabs on either side of the hose and lifting the hose out for wand access.
4. Clear any debris and blockages.



### Checking for Blockages in the Floor Nozzle:

1. Turn off vacuum.
2. Detach the wand from the floor nozzle.
3. Press the brush roll release button and slide the brush roll out of the nozzle.
4. Clear any blockages and release any debris from the brush roll and floor nozzle.
5. Slide the brush roll back into the nozzle, ensuring everything is lined up and in place.



**⚠ WARNING: To reduce the risk of shock and unintended operation, turn off power and remove the Lithium Ion Power Pack battery before servicing.**

**Vacuum is not picking up debris. No suction or light suction. Nozzle light is red.**  
(Refer to **Checking for Blockages** section for more information.)

- Check filters to see if they need cleaning. Follow instructions for rinsing and completely air-drying the filters before reinserting in the vacuum.
- Dust cup may be full; empty dust cup.
- Check floor nozzle for blockages; clear blockages if required.
- Remove any string, carpet fibres or hair that may be wrapped around the brush-roll.
- Check connection between handheld vacuum and wand for blockages; clear blockages if required. If the issue persists, please contact Customer Service.
- Check clog access in wand for any blockages and clear any debris.

**Vacuum lifts area rugs.**

- Make sure you are not engaging boost mode. Take care when vacuuming area rugs or rugs with delicately sewn edges.
- Turn off the unit to disengage the brush-roll and restart with the power/selector switch.

**Brush-roll does not spin.**

- Immediately turn off the vacuum. Remove any blockages before turning the vacuum back on. Make sure the handheld vacuum is tilted back far enough for the brush-roll to engage. If the brush-roll still does not spin, please contact Customer Service.
- If the floor nozzle has headlights and they are not illuminated, there is a connection issue between the handheld vacuum, wand, and nozzle. Try disconnecting and reattaching the pieces. If the headlights still do not illuminate, please contact Customer Service.

**Vacuum turns off on its own.**

There are several possible reasons for the vacuum turning off on its own, including blockages, battery issues, and overheating. If vacuum turns off on its own, perform the following steps:

1. Turn on the vacuum and check the battery indicator lights located on the handheld portion of the vacuum. If recharging is needed, plug in while vacuum is in the off position.
2. Empty dust cup and clean filters (See Emptying the Dust Cup and Cleaning the Filters sections).
3. Check wand, accessories, and inlet openings and remove any blockages.
4. Allow unit and battery to cool for at least 45 minutes, until they return to room temperature.
5. Restart with power/selector switch.

**NOTE:** If vacuum still does not operate properly, contact Customer Service.

**Battery Indicator Lights on handheld vacuum are flashing.**

- Bottom LED light is flashing (Fig. A): Battery needs to be charged.
- Top and bottom LED lights are flashing (Fig. B): Battery temperature is not optimal, so charging is temporarily paused. Leave battery plugged in and charging will resume soon.
- If top 2 or bottom 2 LED lights are flashing (Fig. C, Fig. D), call Customer Service.



Fig. A

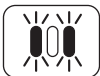


Fig. B



Fig. C



Fig. D

## TROUBLESHOOTING GUIDE

Problem		Error Code
Motor	Motor Won't Start	Boost icon is flashing white on hand vacuum display.
	Motor Overheat	Boost icon is flashing white and Carpet icon is flashing white on hand vacuum display.
	Motor Overcurrent	Boost icon is flashing white and Bare Floor icon is flashing white on hand vacuum display.
	Motor Short	Carpet and Bare Floor icons are flashing white on hand vacuum display.
	Motor Overspeed	The hand vacuum display alternates between the Boost icon flashing white and Bare Floor icon flashing white.
	System Comm Error	The hand vacuum display alternates between the Bare Floor icon flashing white and Carpet icon flashing white.
Nozzle	Nozzle Overheat	The Carpet icon flashes white on hand vacuum display.
	Nozzle Short	The Bare floor icon flashes white on hand vacuum display.

### ADDITIONAL ACCESSORIES AVAILABLE ON SHARK® ACCESSORIES.EU

<ul style="list-style-type: none"> <li><b>A</b> 8" Crevice Tool</li> <li><b>B</b> 12" Crevice Tool</li> <li><b>C</b> 18" Flexi Crevice Tool</li> <li><b>D</b> Flexible Hose</li> <li><b>E</b> Duster Crevice Tool</li> <li><b>F</b> Dusting Brush</li> <li><b>G</b> Multi-Angle Dusting Brush</li> <li><b>H</b> Anti-Allergen Dust Brush</li> <li><b>I</b> Upholstery Tool</li> <li><b>J</b> Wide Upholstery Tool</li> <li><b>K</b> Pet Multi-Tool</li> <li><b>L</b> Motorised Pet Tool</li> <li><b>M</b> Flexology® Under-Appliance Wand</li> <li><b>N</b> Home &amp; Car Detail Kit</li> <li><b>O</b> Precision Duster</li> </ul>	<ul style="list-style-type: none"> <li><b>P</b> Onboard Tool Clip</li> <li><b>Q</b> Accessory Bag</li> <li><b>R</b> Lithium Ion Battery</li> <li><b>S</b> Lithium Ion Power Pack Charger</li> <li><b>T</b> Charging Cord</li> </ul>	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span>A</span><span>B</span><span>C</span><span>D</span><span>E</span><span>F</span><span>G</span><span>H</span> </div>	<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span>I</span><span>J</span><span>K</span><span>L</span><span>M</span> </div>
		<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span>N</span><span>O</span><span>P</span><span>Q</span><span>R</span><span>S</span><span>T</span> </div>	

**NOTE:** Not all accessories come with all units. Please see the enclosed Quick Start Guide for your unit's configuration. To order additional accessories, visit [sharkclean.co.uk](http://sharkclean.co.uk)

## FIVE (5) YEAR LIMITED GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give the product owner an additional manufacturer's guarantee of up to five years (1 year as standard plus 4 years when you register). These terms and conditions relate to our manufacturer's guarantee only - your statutory rights are unaffected.

The conditions below describe the prerequisites and scope of our guarantee. They do not affect your statutory rights or the obligations of your retailer and your contract with them.

The Lithium ION power pack is not covered by the 5 year guarantee (see battery guarantee on next page).

### **Shark® Guarantees**

A household appliance like a vacuum cleaner constitutes a sizeable investment. Your new machine needs to work properly for as long as possible. The guarantee it comes with is an important consideration - and reflects how much confidence the manufacturer has in its product and manufacturing quality.

Every Shark® machine comes with a free parts and labour guarantee. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday - Friday. It's free to call, and you'll be put straight through to a Shark® representative. You'll also find online support at [www.sharkclean.co.uk](http://www.sharkclean.co.uk)

### **How do I register my extended Shark® guarantee?**

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Date you purchased the machine (receipt or delivery note)

To register online, please visit [www.Sharkclean.eu/uk/register-guarantee](http://www.Sharkclean.eu/uk/register-guarantee). Products purchased directly from Shark® are automatically registered.

### **IMPORTANT**

- Both the 12 months and the extended 4 years guarantee will only cover your product from the date of purchase.
- Please keep your receipt at all times. Should you need to use your extended guarantee we will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your guarantee.

### **What are the benefits of registering my free Shark® guarantee?**

When you register your guarantee we'll have your details to hand if we ever need to get in touch. If you further agree to receive communications from us, you can also receive tips and advice on how to get the best out of your Shark® vacuum and hear the latest news about new Shark technology and launches.

If you register your guarantee online, you'll get instant confirmation that we've received your details.

### **How long are new Shark® machines guaranteed for?**

Our confidence in our design and quality control means that your new Shark® vacuum cleaner is guaranteed for a total of up to five years (12 months plus an extended guarantee of 4 years).

### **What is covered by the free Shark® guarantee?**

Repair or replacement (at Shark's discretion) of your Shark® machine, including all parts and labour.

A Shark® guarantee is in addition to your legal rights as a consumer.

### **What is not covered by the free Shark® guarantee?**

1. Blockages - for details of how to unblock your vacuum cleaner, please refer to the Operating Manual.
2. Normal wear and tear such as brush bar, fuse, belt, hose etc.
3. Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the vacuum cleaner which is not in accordance with the Shark® Operating Manual supplied with your machine.
4. Use of the vacuum cleaner for anything other than normal domestic household purposes.
5. Use of parts not assembled or installed in accordance with the operating instructions.
6. Use of parts and accessories which are not Shark® Genuine Components.
7. Faulty installation (except where installed by Shark®).
8. Repairs or alterations carried out by parties other than Shark® or its agents.
9. The Lithium ION power pack battery. Please see next page for battery guarantee.

### **What happens when my guarantee runs out?**

Shark® does not design products to last for a limited time. We do appreciate that there may be a desire for our customers to want to repair their vacuum cleaners after the guarantee has lapsed. In this case please contact our Freephone customer service help line and ask about our out of guarantee programme, on 0800 862 0453.

### **Where can I buy genuine Shark® spares and accessories?**

Shark® spares and accessories are developed by the same engineers who developed your Shark® vacuum. You'll find a full range of Shark spares, replacement parts and accessories for all Shark® machines at [www.sharkclean.co.uk](http://www.sharkclean.co.uk).

Please remember that damage caused by use of non-Shark® spares is not covered under your guarantee.

## TWO (2) YEAR LIMITED BATTERY GUARANTEE

When a consumer buys a product in the UK, they get the benefit of legal rights relating to the quality of the product (your "statutory rights"). You can enforce these rights against your retailer. However, at Shark® we are so confident about the quality of our products that we give you an additional manufacturer's guarantee on the batteries of up to two years (1 year as standard plus 1 year when you register). These terms and conditions relate to our manufacturer's guarantee only - your statutory rights are unaffected.

The guarantee covers parts and labour. Our customer service helpline (0800 862 0453) is open from 9.00am to 6.00pm Monday - Friday. It's free to call, and you'll be put straight through to a Shark® representative. You'll also find online support at [www.Sharkclean.co.uk](http://www.Sharkclean.co.uk).

### How do I register my extended Shark® guarantee?

You can register your guarantee online within 28 days of purchase. To save time, you'll need the following information about your machine:

- Model Number
- Date you purchased the machine (from your in-store receipt or delivery note)

To register online, please visit [www.Sharkclean.eu/uk/register-guarantee](http://www.Sharkclean.eu/uk/register-guarantee). Products purchased directly from Shark® are automatically registered.

### IMPORTANT

- The manufacturer's guarantee covers your battery for 12 months (or for 2 years, if registered) starting on the date of delivery.
- Please keep your receipt at all times. Should you need to use your guarantee (standard 1 year or further 1 year extended) we will need your receipt to verify the information you have supplied to us is correct. The inability to produce a valid receipt may invalidate your guarantee.

### How long are new Shark® batteries guaranteed for?

Our confidence in our design and quality control means that your new Shark® vacuum cleaner battery is guaranteed for a total of two years (12 months plus an extended guarantee of 1 year).

### What is covered by the free Shark® guarantee?

Repair or replacement of your Shark® battery (at Shark's discretion to decide whether to replace or repair) including all parts and labour. A Shark® guarantee is in addition to your legal rights as a consumer.

### What is not covered by the free Shark® guarantee?

1. Normal wear and tear of parts which require regular maintenance and/or replacement to ensure the proper functioning of your unit.
2. Accidental damage, faults caused by negligent use or care, misuse, neglect, careless operation or handling of the battery which is not in accordance with the Shark® Instructions supplied with your machine.
3. Use of the battery for anything other than powering the Shark® vacuum cleaner with which it was supplied.
4. Use of parts not assembled or installed in accordance with the operating instructions.
5. Use of parts and accessories which are not Shark® spares.
6. Faulty installation (except where installed by Shark®).

### Where can I buy genuine Shark® batteries?

Shark® batteries are developed by the same engineers who developed your Shark® vacuum. You'll find a full range of Shark® spares, replacement parts and accessories for all Shark® machines at [www.Sharkclean.co.uk](http://www.Sharkclean.co.uk). Please remember damage caused by use of non-Shark® spares is not covered under your guarantee.



**SharkNinja Europe Ltd, 1st/2nd  
Floor Building 3150,  
Thorpe Park, Century Way,  
Leeds, England,  
LS15 8ZB  
[www.sharkclean.co.uk](http://www.sharkclean.co.uk)**

**SharkNinja Germany GmbH,  
Rotfeder-Ring 9,  
60327 Frankfurt am Main,  
Germany  
[www.sharkclean.eu](http://www.sharkclean.eu)**

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